



Winter Service Disconnections

A Publication Of The Missouri Public Service Commission

Avoid the hardships caused by natural gas and electric shut offs. Customers have rights. Most utility companies will work with customers to avoid loss of service, and commission rules require that you be notified prior to a disconnection of service.

Help for Seniors and Disabled Customers

If you are 65 years of age or older, disabled, or if you have a formal award letter from the federal government of disability benefits, you may become a registered customer with the electric and natural gas company that provides the service necessary to heat your home in the winter.

In order to retain your status as a registered elderly or disabled customer, you **must renew** the registration with the utility annually (usually by October 1). The registration program is offered as part of the protection under the **Missouri Public Service Commission's Cold Weather Rule**. Under this program, the utility company is required to provide notice to the individual you list on the form in the event your service is in jeopardy. Additional notices are also required prior to any discontinuance of service from November 1 through March 31.

What Type Of Notices Will Be Sent?

- The company must mail you a notice 10 days before the date it intends to shut off your service.
- The company must attempt to contact you within 96 hours before shut off. This contact may include a second written notice, a doorhanger, or two attempts to contact you by phone. Notices before the shut off must tell you how the payment you must make is calculated and that you may apply for help from your local Community Action Agency. The utility must also give you a list of other organizations that provide assistance.
- The company must attempt to contact you right before shut off.
- A notice must be left at your home when your service is shut off.

The Cold Weather Rule

Utilities under PSC jurisdiction cannot shut off your service on a day when the National Weather Service has issued a local forecast between 6 a.m. and 9 a.m., for the following 24 hours, predicting the temperature will drop below 32 degrees. **Individuals with specific legal questions may refer to or consult his/her own attorney or the Office of Public Counsel at 1-866-922-2959.**

For more information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**